



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Hotel Supervisor
DEPARTMENT:	Hotel
REPORTS TO:	Hotel and Spa Manager
SALARY:	Grade 17, Entry \$36,158/annually
CLASSIFICATION:	Exempt
SUPERVISES:	Concierge, Front Desk Agent, Houseperson, Night Auditor, Gift Shop Attendant, Room Attendant, Laundry Attendant
JOB SUMMARY:	This team member assists the Hotel and Spa Manager with aspects of Hotel Department operations during an assigned shift

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Directs the work of Hotel Department team members during an assigned shift; including the responsibilities of planning, assigning, and directing work
2. Responsible for coaching, rewarding, and evaluating team member performance
3. Responsible for addressing performance development action as needed
4. Responsible for addressing guest complaints and disputes, resolving problems, and other administrative requirements of the department
5. Assists in developing, implementing, monitoring, and enforcing departmental policies, procedures, and internal controls
6. Carries out supervisory responsibilities in accordance with the organization's policies and procedures
7. Reviews and maintains the Concierge, Front Desk Agent, Houseperson, Night Auditor, Gift Shop Attendant, Room Attendant, and Laundry Attendant duties lists
8. Conducts the review of the previous day's work, including posting, deposits, cash reports, and petty cash reports
9. Coordinates front office activities of the Hotel and resolves problems arising from guest complaints, reservation and room assignment activities, and additional guest requests and inquiries
10. Handles incoming guest reservations, completes reservations slip and reservation board. Takes reservation accurately
11. May serve as the first point of contact to Hotel guests. Greets, registers, and assigns rooms to guests

12. Handles credit, initial parking information, and provides an overview of guest services upon check-in
13. Issues room keys and provides instructions to Bell Captain as needed
14. Responds to guest requests for information and resolves guest problem as needed in order to exceed the guest expectations
15. Answers inquiries pertaining to Resort & Casino amenities, services, shopping, dining, and entertainment, and provides travel directions as needed
16. May take room service orders and provides information to appropriate team members to prepare and deliver the order correctly
17. Monitors room availability and maintains guest accounts. Posts charges to guest accounts such as food, liquor, or telephone costs
18. Computes guest invoices, collects payments, and makes change for guests
19. Balances daily or shift audit in the online point of sales system. Maintains and balances cash bank as issued in accordance with policies and procedures
20. Cleans and organizes the front desk area
21. Directs Gift Shop operations during assigned shift
22. Ensures that all areas of the Hotel and Gift Shop are clean, orderly, and attractive
23. Ensures that the cleaning of guest rooms, public areas, and exterior areas of the Hotel is performed within established standards
24. Obtains and maintains a list that includes vacant rooms which need to be cleaned immediately, prospective checkouts, and stay-overs in order to prepare work assignments
25. Assigns the number of rooms, or areas to be cleaned, issues keys, and ensures supplies are adequate based on occupied rooms
26. Inspects room check-outs thoroughly and spot checks the remaining rooms as needed
27. Creates and maintains regular schedules for special cleaning duties in guest rooms and in public areas, such as flipping mattresses, cleaning draperies and bed spreads, cleaning carpets, and polishing fixtures
28. Inspects public areas within the Hotel at least once a day including restrooms, the main lobby, corridors, and exterior public areas
29. Inventories supplies to ensure adequate levels are maintained and notifies the Hotel and Spa Manager as needed for ordering
30. Ensures that supplies meet established standards
31. Monitors and checks all deliveries, including laundry and other supplies, to ensure that invoices match materials received
32. Coordinates with Facilities Department team members to examine guest rooms and public areas to determine the need for repairs or replacement of furniture or equipment
33. Ensures that safety procedures are being followed by team members
34. Recommends the hiring, termination, promotion, or any other change of team member employment status to the Hotel and Spa Manager
35. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
36. Performs all duties in a manner that adheres to the guest service standards established by the Resort & Casino's guest service program
37. Other duties as assigned by the Hotel and Spa Manager

EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- A strong understanding of effective principles and practices of team member supervision is required
- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive manner is required
- Working knowledge of Microsoft Office applications and online point of sales systems is preferred
- A minimum of five (5) years of related experience and/or training is preferred
- Food Handler card is required

PHYSICAL REQUIREMENTS

The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- Frequently sits, stands, walks, bends/stoops, and climbs
- Occasionally drives, reaches above/below shoulder level, kneels, and squats
- Occasionally lifts/carries up to fifty (50) pounds is required
- Occasionally pushes/pulls up to fifty (50) pounds is required

WORKING CONDITIONS

The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

OTHER INFORMATION

- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

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